## Case Study 2: Identifying opportunity and supporting our community during COVID-19 pandemic

### enliven's expertise in health literacy - Informing action during the COVID-19 pandemic

#### enliven's Health Literacy Journey



Investigation into the Health Literacy and Health Communication Needs of People with Intellectual Disabilities

Section 1: Findings from Consumer Focus Groups and Carer Surveys

Section 2: Training for Health and Disability Workers

Final Report

October 2013

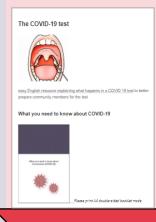












2009

2012

2013

2016-18

2017

2018-20

2019-20

2020

Health literacy and vulnerable groups: What works? Health Literacy and Health Communication Needs of People with IDs

Organisational health literacy -Self assessemnt resource Afghan and
Tamil
community
strengthening
project

Business proposal for enliven's Health Literacy Services Document conversion / development & environment scans

Professional development courses and inservices

COVID-19
Extensive resource development

The Monash University commissioned by SEHCP to assist its member agencies to better understand health literacy alongside suggesting what they are able to do to enable vulnerable individuals, specifically people from CALD backgrounds, older people, and people from low socioeconomic backgrounds to develop and/or enhance their health literacy skills.

In 2012 enliven [previously known as South East Health **Communities Partnership** (SEHCP)] contracted the Centre for Victoria at Monash University to investigate integrated community care for people with disabilities in the south east of Melbourne. The research involved a literature review and a survey and consultation with service providers

Provides health and social service organisations with a selfassessment tool that can be used to guide and inform their development as health literate organisations. Each of the 10 attributes identified by the IOM (Institute of Medicine [IOM], 2012) has been operationalised within the Resource to constitute an appropriate response to health literacy at the organisational level.

Community co-design initiative with leaders and volunteers from Afghan and Tamil communities in the south east. Enliven trained the volunteers to deliver key health messages to their communities. Volunteers and community leaders participated in radio interviews spreading key health literacy messages to listeners all over Australia. Volunteers were awarded top Volunteering Victoria State Awards 2017.

Operating in one of the most culturally diverse and low socio-economic catchments in Australia, enliven further prioritised health literacy in our 2017-21 Strategic Plan.

The establishment of a fee for service business was scoped to provide members with an affordable means to access professional development, easy English document conversion and environmental scans.

enliven commissioned by several organisations to produce easy English documents, including:

- SMRC environment scan
- Caraniche Privacy Statement
- YSAS Privacy Statement
- YHARS Privacy Statement
- DoJR Privacy Statement
- Monash University:

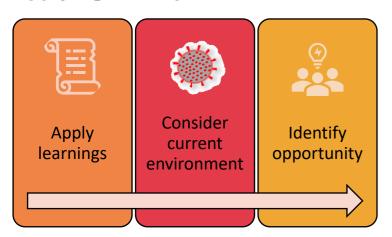
   How alcohol harms
   your health poster and
   brochure
- Suicide Prevention
   "Taking care of someone" booklet

enliven has delivered several professional development sessions for practitioners including Health Literacy 101, Intermediate Health Literacy, and Interpersonal Communication. These were delivered to AMES, SM PCP, Kooweerup RHS, Monash Health and SECADA AOD. enliven has also held 3 general mixed sessions. An organisational HL delivered at our 2019

With the COVID-19 information flooded the community via websites, television, and radio. There was a recognised gap in the accessibility of easy English resources to enable our vulnerable communities to understand the implications of COVID-19 and stay safe. An enliven webpage hosts these resources which have been distributed widely by enliven and member

## Case Study 2: Identifying opportunity and supporting our community during COVID-19 pandemic

#### Applying our expertise



## The idea

Develop a suite of COVID-19 easy English resources to respond to the needs of our community

Our community



# Why?

60% of all Australian adults have lov health literacy which impacts the way in which they: seek out, understand, and use information to make decisions about their health. In this complex environment is vital that our community have accessible information to stay safe, well and connected.

# Our COVID-19 easy English resources



The COVID-19 test

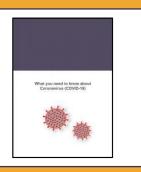


Finding Food



What is family violence?

Further resources in progress..



What you need to know about COVID-19



Taking care of yourself in isolation (older people)



You are not alone - family violence is never okay



Telehealth



Self-isolation



Staying connected with WhatsApp



Taking care of yourself in isolation (people with a disability)



Alcohol and staying healthy during COVID-19